



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

OCTOBER 1, 2021 - SEPTEMBER 30, 2022

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022



8.9M+ Health Care Patients Enrolled
6.7M+ Veterans Accessed Health Care



108M+ Clinical Encounters
70M+ In-Person Appointments
32M+ Telehealth/Telephone Appointments
6.9M+ Community Care Referrals



77.3% Veteran Trust in VA **89.9%** Trust in VA Health Care
Based on **34K+** Survey Responses* Based on **540K+** Outpatient Survey Responses*
*FY2022 Q4 Trust Data



49.2M+ Calls Answered by VA Contact Centers
717K+ Calls to Veterans Crisis Line (Dial 988, then Press 1)
163K+ Calls to National Call Center for Homeless Veterans
(1-877-4AIDVET)



151,274 Veterans and Family Members Interred with Honor



126M+ VA.gov pageviews
13.6M+ Logged In Users
1.9M+ Form Submissions
17.8M+ [News.VA.gov](https://news.va.gov) Pageviews
163M+ [#VetResources](https://veteransaffairs.gov/veteransresources) Newsletter Emails Opened
1.9M+ VA [Event Calendar](https://va.gov/calendar) Pageviews



1.8M+
VA.gov/PACT
Pageviews



60K+ New Employee Hires

VA'S COVID-19 RESPONSE



2.4M+ Vaccine Doses Administered
1.1M+ People Fully Vaccinated by VA
1.5M+ Total Veterans Vaccinated by VA or by Others
(at least one dose)



1.7M+
VA Disability and
Pension Claims
Completed



95,294
Veterans Appeals
Decisions
30,089 Hearings Held



4.3M+
Education Benefits
and Supplemental
Claims Completed



98K+
Insurance Claims
Completed



796K+
Home Loans
Guaranteed



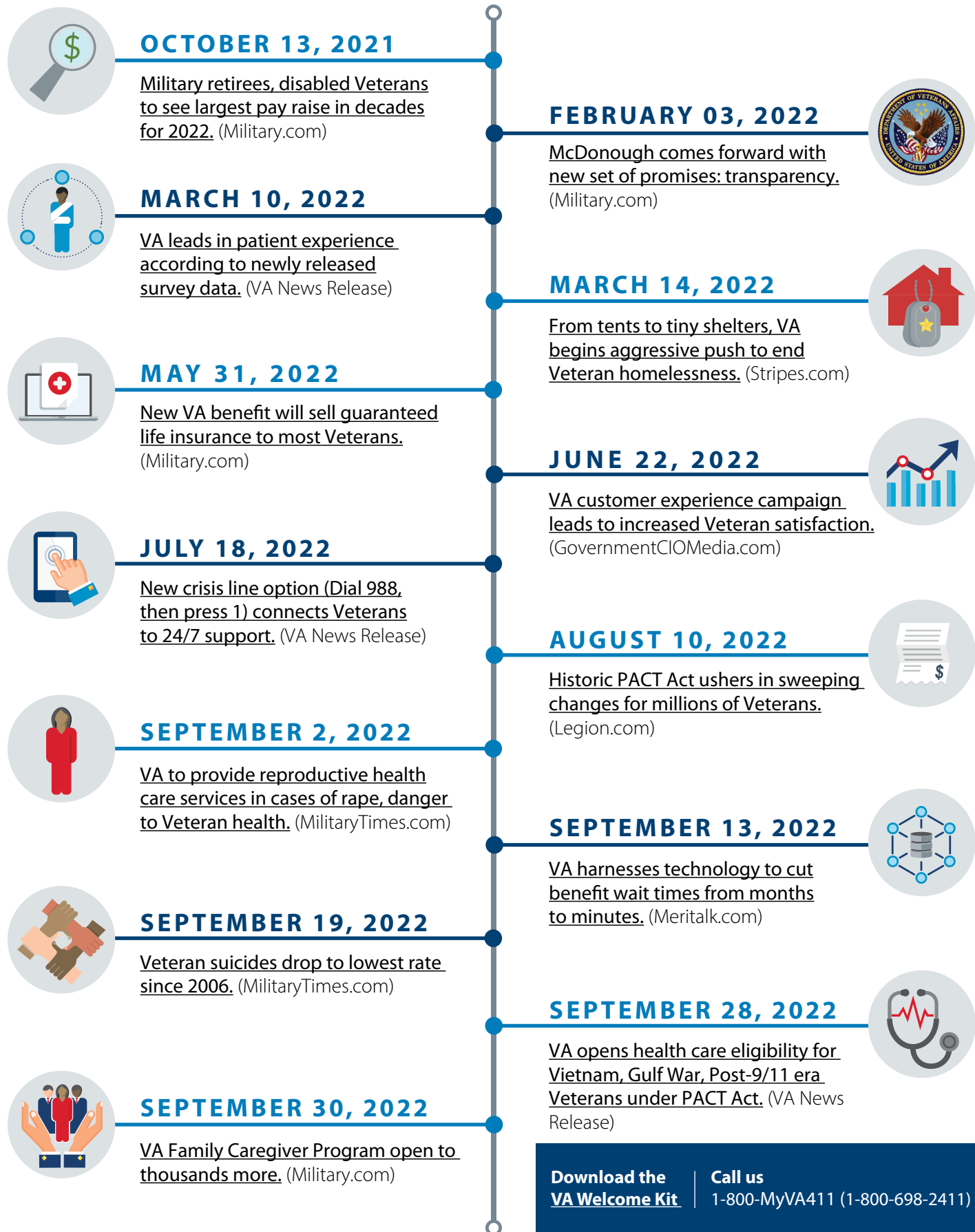
16K+
Veteran Readiness and
Employment (VR&E)
Positive Outcomes**



3.7M+
COVID-19 Tests
Completed

**Positive Outcomes include the number of Chapter 31 Employment Rehabilitations, Continuing Education Rehabilitations, Independent Living Rehabilitations and Maximum Rehabilitation Gains, and Chapter 18 and 35 Rehabilitations achieved during a 12-month rating period.

SIGNIFICANT EVENTS



VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q4

JULY 1, 2022 - SEPTEMBER 30, 2022



Current VA-Wide Trust Score: 77.3% (↑ 0.9%)

TOTAL RESPONDENTS—JULY TO SEPTEMBER 2022: 34,405



EASE

71.3% (↑ 0.6%)



EFFECTIVENESS

75.8% (↑ 0.6%)



EMOTION

73.9% (↑ 1.1%)



Male Veteran Trust 78.1%

 (↑ 0.7%)

<30 **60.8%** (↑ 5.1%) 50-59 **76.0%** (↓ 0.7%)
30-39 **55.8%** (↑ 2.1%) 60+ **85.9%** (↑ 0.6%)
40-49 **67.0%** (↑ 0.6%)



Female Veteran Trust 70.9%

 (↑ 2.2%)

<30 **69.0%** (↑ 10.2%) 50-59 **74.4%** (↑ 1.3%)
30-39 **58.1%** (↑ 3.2%) 60+ **82.9%** (↑ 0.9%)
40-49 **65.7%** (↓ 0.3%)



Trust by Race and Ethnicity

American Indian or Alaskan Native	72.2% (↑ 2.2%)	Middle Eastern or North African	54.8% (↓ 8.2%)	Hispanic or Latino	79.0% (↑ 0.3%)
Asian	80.6% (↓ 1.8%)	Native Hawaiian or Pacific Islander	76.7% (↓ 3.3%)	Not Hispanic or Latino	80.7% (↑ 0.9%)
Black or African American	77.1% (↑ 0.4%)	White	81.2% (↑ 1.2%)		

Note: Respondents may choose more than one option for race. Scores by race include all individuals who selected that race.

Arrow and change is compared to last quarter's trust report. KEY: ↑ positive, ↓ negative, or — neutral.

VSIGNALS SURVEY DATA

2016 - FY2022 Q4



61,567,182
VSignals Surveys
Sent (total)



10,130,149
VSignals Survey
Responses (total)

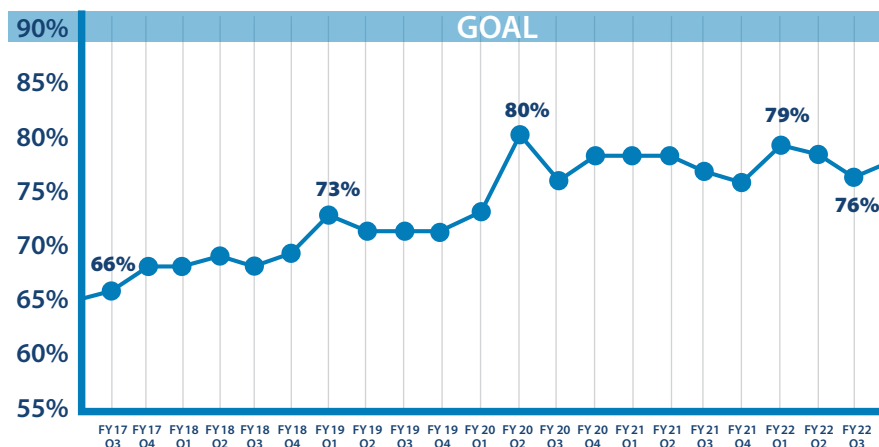


3,370,815
Free-Text
Responses (total)



147
Active VSignals
Surveys (current)

VA-WIDE TRUST OVER TIME



77.3%
FY22Q4
Current
VA-wide
Trust
Score

VA CALL CENTER EXPERIENCE



Trust

70.6% (↓ 1.5%)

"I trust VA to fulfill our country's commitment to Veterans."



Employee Helpfulness

86.0% (↓ 0.6%)

"The [Agent] I interacted with was helpful."



Ease/Simplicity

80.0% (↓ 0.9%)

"I waited a reasonable amount of time to speak to a [Agent]."



Quality

72.1% (↓ 1.5%)

"The issue that I contacted [Contact Center] about on [Call Date] was resolved."



Efficiency/Speed

75.8% (↓ 3.7%)

"The [Agent] took a reasonable amount of time to address my need."



Satisfaction

75.0% (↓ 1.2%)

"I am satisfied with the service I received from the [Contact Center]."

Note: Percentages listed are composite scores comprised of multiple surveys with different statistical methods. The scores provide close approximations of Veteran trust and satisfaction—they do not represent an overall percentage of Veterans. Call center data includes VHA Member Services, VBA, and Community Care Contact Centers. VBA Contact Center survey questions are different but similar to the intent of each category.

Arrow and change is compared to last quarter's trust report. KEY: ↑ positive, ↓ negative, or — neutral.

TOXIC EXPOSURES



Top Compliments

Satisfaction with Care for Toxic · Exposure Efficient Burn Pit Exam · Parkinson's and Cancer Care

"I always have a very favorable experience with my visits with this facility and hope they keep up the good work. With my 100% disability rating due to Agent Orange in Vietnam and my terminal condition, I'm in need of a reliable health care system now more than ever."

(Feedback submitted 09/24/2022 by a 79-year-old-male respondent)

"I love my Oncology staff and the treatment I receive. My PC doctor is always aware of my treatment and referred me to dermatology based on what she saw during my last exam. As a Veteran of Vietnam and being exposed to Agent Orange, I am thankful for the early exam and quick treatment."

(Feedback submitted 08/20/2022 by a 78-year-old male respondent)

"The imaging technician helped me by keeping me informed of the steps in completing the burn pit research visit."

(Feedback submitted 08/19/2022 by a 47-year-old female respondent)



Top Concerns

Poor Recognition of Toxic Exposure · Displeasure with Disability Rating · Providers Lack Knowledge of Toxic Exposure

"I have been trying to get feedback or someone to contact about Burn Pit Syndrome. My PCP blew me off. Since I've been in the system, nobody has taken me seriously on this topic."

(Feedback submitted 08/28/2022 by a 49-year-old-male respondent)

"I was diagnosed with PTSD since returning from Iraq. I worked with the fire pits and burned whatever I was supposed to burn, which was a direct order from my commander. I'm not making this up. I suffer from both 24/7."

(Feedback submitted 09/09/2022 by a 56-year-old female respondent)

"I am 10% disabled because of Agent Orange exposure in DaNang in 1965. I have many medical problems. During my discharge physical, they took three extra days examining my pancreas and spleen and said if I have problems later in life, it could be a service-connected disability. Why am I not 100% disabled?"

(Feedback submitted 09/14/2022 by a 75-year-old male respondent)



Top Recommendations

Make Online Services Clearer · Ability to Check the Status of Disability Claims · More Knowledgeable Schedulers on Exams

"I was told to enroll in the Burn Pit registry. I have access to My HealtheVet, however it requires another login that I was unable to complete. If this could have been completed somewhere on site, this would be most helpful."

(Feedback submitted 09/02/2022 by a 38-year-old-male respondent)

"I recommend that a system be in place so that a Veteran can easily check on the status of a disability claim. I submitted one for Parkinson's due to exposure to Agent Orange in Vietnam on October 8th. I had an office exam on December 8th, and I am still awaiting a decision."

(Feedback submitted 07/20/2022 by a 74-year-old male respondent)

The young lady I spoke with on the phone could only tell me the appointment was for the Burn Pit registry. She had no idea what would go on at the appointment, which in my opinion would be nice to know."

(Feedback submitted 08/19/2022 by a 47-year-old male respondent)